



February 24, 2026

Dear Customer,

As we continue restoration, our customers' safety remains our top priority.

As of 9PM today, we have safely restored gas service to **all** of the remaining 19 evacuated homes.

For the next 48 hours, Washington Gas and the Fairfax County Fire and Rescue Department will monitor the air quality in your homes and will determine when the evacuation order can be lifted.

Once you return to your home, our work is not done. In the coming days, we will provide you with information about continued system monitoring and enhanced safety protocols in your neighborhood. We will share those updates via email and text and will post all communications on our [website](#).

Reimbursement Process

Residents who incurred hotel or temporary lodging expenses are eligible for reimbursement. To submit a request, please email ombudsman@washgas.com and include the following:

- Your name and address
- Telephone number
- Dates of displacement
- Copies of receipts

Please note that only one set of receipts per household will be accepted, and all reimbursement requests must be received by **March 31, 2026**. Reimbursements are typically processed within **7 - 10 business days** after submission. If additional verification is needed, we will contact you directly.

As always, if at any point you smell gas or have concerns, leave the area immediately and call 911, then call the Washington Gas Emergency Leak Line at 844-WASHGAS (927-4427) from a safe location.

Thank you for your continued patience and cooperation.